# Transportation

Chapter 20 explains the types of transportation services available to ALTSA clients under the Older American’s Act, Senior Citizens Services Act, Waiver programs, Medicaid Personal Care (MPC), Assistive Technology, Adult Day Services, Adult Day Health, and Medicaid Transportation Broker Services administered through the Health Care Authority.

ALTSA will coordinate services with other agencies that are safe, efficient, cost effective, and appropriate to our clients.

#### Ask the Expert

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## Table of Contents

[Transportation 1](#_Toc192074645)

[Table of Contents 1](#_Toc192074646)

[What are Transportation Services? 2](#_Toc192074647)

[Providing Transportation Service for Waiver Clients and Roads to Community Living Clients 2](#_Toc192074649)

[Community Choice Guides (CCG) Who Provide Transportation Services for Roads to Community Living (RCL) and Washington Roads Clients 3](#_Toc192074649)

[Funding Transportation Services for Adult Day Service clients 4](#_Toc192074649)

[Using the Assistive Technology (AT) Project to Meet Transportation Needs 4](#_Toc192074649)

[Funding Transportation for DDCS Clients 5](#_Toc192074649)

[Medical Mileage Reimbursement for Adult Family Home Providers 5](#_Toc192074649)

[Using Non-Emergency Medical Transportation Broker Services – WAC 182-546 6](#_Toc192074649)

[Using State Funded Alternative Benefit Plan (ABP) Services 6](#_Toc192074649)

[Providing Transportation Services through Older Americans Act, Title III (B), and Senior Citizens Services Act (SCSA) Funding 7](#_Toc192074649)

[Resources 8](#_Toc192074653)

[Related WACs and RCWs 8](#_Toc192074654)

[Acronyms 8](#_Toc192074655)

[Revision History 9](#_Toc192074657)

## What are transportation services?

Transportation services assist eligible clients with getting to and from social services, medical services and health care services, meal programs, senior centers, essential shopping, and some recreational activities. Personal assistance for those with limited physical mobility is provided during transport. Always look first to local public transportation services and demand-responsive public transportation service for individuals with disabilities who, because of their disability, cannot use accessible, regular fixed-route bus service.

\*Funding may be limited for some transportation services. For 1099 Providers refer to MB 14-075.

## Providing transportation services for Waiver clients and roads to community living clients

Clients may be eligible for waiver-funded (e.g. COPES, Medicaid Transformation Project (MTP), and New Freedom transportation services) and RCL transportation services when the service:

* Provides client access to community services and resources to meet their therapeutic goal, as determined in their care plan;
* Cannot be provided by the client’s family, friends, neighbors, or community agencies;
* Is not diversional in nature; and
* Is in addition to and does not replace the Medicaid-brokered transportation (available through use of the Medical ID card) or transportation services available in the community.

Additional Considerations:

* Do not authorize this service for essential shopping scored in CARE.
* The client’s personal care attendant can accompany the client at no extra cost if the client needs assistance during the trip or at the destination.
* This service is limited to two round trips per week to a destination within a fifteen-mile radius from the client’s residence and provided by the lowest cost and most appropriate mode of transportation. Compensation for automobile transportation shall be limited to 120 miles per month. These limits do not apply to transportation services available under MTPD program.
* Use the AAA contractor list to identify contracted, qualified service providers and service rates. Qualified providers include volunteers, taxis, and public transit.
* Payment of this service will generate a 1099 document if the provider’s 1099 earnings are $600 or more for the tax year.

If the client is eligible, you may authorize this service with 1099 vendors in ProviderOne, using these codes:

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| --- | --- |
| COPES | S0215 - U2 |
| RCL | S0215 – U2 |
| New Freedom | S0215 – U2 |

## Community choice guides (CCG) who provide transportation services for roads to community living (RCL) and washington roads clients

Not every CCG can provide transportation to eligible RCL and WA Roads clients. CCGs who provide transportation services must meet specific transportation requirements in their Community Transition and Training Specialist contract. This service does not replace nor be a substitute to the Medicaid Transportation Broker available to the eligible client. This service is in addition to the Medicaid Transportation Broker.

CCGs meeting all requirements to provide transportation may provide clients with transportation to essential community services and resources in accordance with the client’s care plan.

Examples include, but are not limited to

* Visiting community settings to help a client locate and arrange accessible housing.
* Taking a client to various offices necessary to facilitate community living (e.g. to change address with SSA and US Postal Service or obtain an ID card from the Dept. of Licensing).
* Showing a client where community resources are located (pharmacy, local grocery store, etc.) and how to access them (bus stops, etc.).
* Taking a client to shop for transitional household goods (not for essential shopping scored in CARE).
* Transporting the client from the skilled nursing facility to their new community setting. The CCG may transport small personal items (e.g. a suitcase or walker) along with the client but they are not to provide “moving” services.

CCGs providing transportation must:

* Allow the client’s personal care attendant to accompany the client with no additional payment if the client requires assistance during the trip or at the destination.
* Be responsible for the entire performance of the transportation services in accordance with federal, state, and local ordinances, statutes, and regulations.
* Maintain transportation records to document the dates, times, destinations, and distances of each client’s transportation service.
* Only be compensated for the time they are with the client.

To authorize a CCG to provide transportation for an eligible RCL and WA Roads client:

* For Washington Roads, obtain prior approval from supervisor, assign WA Roads RAC. *(See LTC Manual* [*Chapter 5a.docx*](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.dshs.wa.gov%2Fsites%2Fdefault%2Ffiles%2FALTSA%2Fhcs%2Fdocuments%2FLTCManual%2FChapter%25205a.docx&wdOrigin=BROWSELINK) *for additional information)*.
* For RCL, send an email to [DSHSALTSARCLReferrals@dshs.wa.gov](mailto:DSHSALTSARCLReferrals@dshs.wa.gov) to verify client is eligible for RCL and to request RCL RAC. *(see LTC Manual* [*Chapter 29*](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual) *for additional information).*
* Document the need by selecting Community Integration on the Treatment Screen in CARE. Use the Sustainability Goals screen to communicate authorization for the specific transportation service. Assign the transportation task to a CCG who meets all transportation requirements in their contract.
* Authorize the transportation rate at the regular CCG rate using service code SA263.

## Funding transportation services for adult day service clients

Individuals may receive services through an adult day care or adult day health program.

Adult Day Care:

WAC 388-71-0724 (15) “Transportation to and from the program site is not reimbursed under the adult day care rate. Transportation arrangements are made with locally available transportation companies or informal resources.”

Transportation for Adult Day Care (as Respite or Social Day Care) may be financed with Older American’s Act or Senior Citizens Services Act (SCSA) funding. Refer to AAA Policies and Procedures Manual, Chapter 3, for criteria.

Adult Day Health:

WAC 388-71-0724 (16)” Transportation to and from the program site is reimbursed under adult day health daily rate. Adult day health is required to assist clients in arranging or providing transportation to and from the program sites”.

In referring the client to an adult day health center, the case manager may consider: the frailty and endurance of the client, the clients skilled nursing or rehabilitative needs, and a reasonable round-trip travel time that may not exceed two hours, unless there is a no closer center that can meet the clients skilled care needs.

## Using the assistive technology (AT) Project to meet transportation needs

If a client has access to a vehicle, consider using the Assistive Technology Project to solve the client’s special transportation need. AT devices refer to any item, piece of equipment, or product system, whether acquired commercially off-the-shelf, modified, or customized, that help to increase, maintain, or improve the functional capabilities of individuals with disabilities.

Examples of transportation devices include automatic or manual lifts for vans or other vehicles; hand controls; etc. The client must own the vehicle to receive modifications. Check into other resources for vehicle modifications such as:

* The Division of Vocational Rehabilitation (DVR) (individual must be in a vocational plan);
* The Veteran’s Administration (VA) for a service-connected disability;
* New Freedom Waiver (if there are denials from other sources);
* Other waivers in DDA or HCS that may offer assistive technology;
* CFC program offered by DDA and HCS that offers assistive technology;
* The Northwest Access Fund offers a low-interest loan program for vehicle modification or vehicle purchase. NW Access Fund website: <http://www.nwaccessfund.org/>

**This is state funded only program with limited funds and services will not be paid out of ProviderOne.** Refer to LTC Manual, Chapter 16, for additional information on Assistive Technology.

**Roads to Community Living (RCL) Assistive Technology and Vehicle Adaptations**

Purchase of assistive technology or vehicle modifications that help to increase, maintain, or improve the functional capabilities of participants.

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| --- | --- |
| RCL | SA 390 |

**NOTE: The purchase or lease of vehicles is not covered by any State or Federal program administered through ALTSA.**

## Funding transportation services for DDCS clients

For more information on transportation funding through DDCS programs please refer to the [DDA Policy Manual](https://www.dshs.wa.gov/dda/policies-and-rules/policy-manual) regarding Waiver Services, CFC, Community Residential Services, Community Protection Program, and Family Support Services.

## Medical mileage reimbursement for adult family home providers

Reimbursement is available to an Adult Family Home Provider who transports a resident to medical providers as outlined in the Department’s service plan generated by CARE. Reimbursement is available for up to 50 miles per month when brokerage transportation will not meet the residents’ needs.

The AFH resident must have an assessed need for medical transportation as documented in the CARE service plan. Compensation will be on a per-mile-driven basis at the standard IRS mileage rate, up to a maximum of fifty (50) miles per month per resident.

Mileage reimbursement for travel to medical appointments is not available to AFH providers in the PACE program.

Mileage reimbursement for travel to medical appointments is different from Mileage reimbursement for community integration. Authorization for one does not preclude authorization for the other. When authorizing medical transportation, use the comment section on the Transportation screen in CARE, to document why Medicaid brokerage transportation will not meet the client’s needs.

Authorize up to 50 miles per month using service code:

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| --- | --- |
| S0215 | U4 |

## Using non-emergency medical transportation broker services – wac 182-546

The Washington State Health Care Authority (HCA) may pay for transportation services to get clients to and from needed non-emergency healthcare appointments. These appointments must be for services allowed by the client’s current Medicaid enrolled program.

Non-emergency medical transportation is provided through businesses called Regional Brokers. Clients may use Medicaid Transportation Broker Services for medical appointments regardless of what program or waiver service they are receiving. This service is covered under the client’s ProviderOne services card

Services Card Image

To receive this service:

1. The medical destination must be covered by the client’s medical program;
2. The medical provider must be the closest provider of that type. Documentation of language barriers may be considered on an exception to rule basis by the case manager;
3. It must be pre-authorized by a Regional Broker. The Broker:

* Will screen to look at prior transport resources;
* Will choose the mode (bus/transit, reimbursement, etc.) and the company/provider;
* May need private information to make a decision. This is covered and allowed by HIPAA. If client refuses to provide information, the Broker will deny transportation.

Regional Broker List – Non-Emergency Medicaid Transportation –

<https://www.hca.wa.gov/assets/billers-and-providers/ContractedBrokers.pdf>

If the client already has a way to get to their healthcare appointment, HCA may be able to help client by paying for gas or paying for client’s mileage.

## Using state funded alternative benefit plan (ABP) services

Transportation can be provided under ABP services when the non-emergency medical transportation service cannot. This program will convert individuals who were on the previous MCS/GAU/GAX programs. This program can include transportation to assessment centers for chemical dependency evaluations to determine treatment requirements or to establish the need for a protective payee.

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| --- | --- |
| ABP | Service code T2003 |
| ABP In-home | Service code T1019 |

## Providing transportation service through older americans act, title iii (B), and senior citizens services act (scsa) funding

The target population for transportation services is persons aged 60 and over who need transportation to medical and health services, social services, meal programs or for shopping assistance and cannot:

* Manage their own transportation because they do not have a car;
* Drive;
* Afford to drive; or
* Use public transportation or public transportation is not available or accessible.

Prioritize clients for transportation funded through the Older Americans Act, using the following criteria:

1. Clients:
2. Are unable to perform one or more of the activities of daily living listed below without assistance due to physical, cognitive, emotional, psychological, or social impairment:

* Ambulation;
* Bathing;
* Meal Preparation;
* Dressing;
* Eating;
* Housework (e.g. laundry);
* Personal Hygiene;
* Shopping;
* Using the telephone;
* Toileting;
* Transportation;
* Transfer (getting in and out of bed/wheelchair);
* Managing money (budgeting, check writing, etc.); and/or
* Managing medical treatments (prescribed exercises, change of dressing, injections, etc.)

OR

1. Have cognitive, behavioral, or mental health problems that could:

* Result in premature institutionalization;
* Keep them from performing the activities of daily living listed above;
* Prevent them from providing for their own health and safety.

1. Lack an informal support system (i.e. have no family, friends, neighbors, or others who are both willing and able to perform the service(s) needed.)

Transportation may be provided through Regular Specialized Transportation or Volunteer Transportation. Please refer to the Transportation Guidelines: <https://www.dshs.wa.gov/altsa/home-and-community-services/transportation-program-guidance> in the [Information for AAA and AAA Contracts](https://www.dshs.wa.gov/altsa/home-and-community-services/information-aaa-aaa-contractors) (for programs such as COPES, CFC, MAC, TSOA, etc.)

If you identify a client who meets the above criteria, refer them to the Senior Information and Assistance (I&A) case management program for intake into transportation programs. Consult with the local Area Agency on Aging (AAA) for additional referral information.

**NOTE:** Clients receiving funds through Title III of the Older Americans Act and non-means tested SCSA services must be given a free and voluntary opportunity to contribute to the cost of the services provided. Transportation providers may develop a suggested contribution schedule. If a schedule is developed, providers must consider the income ranges of older adults in the community. No eligible person may be denied service because he or she is unable or unwilling to contribute to the cost of service. The service provider must protect the person’s privacy with respect to contributions, establish procedures to safeguard and account for all contributions made by users and use all such contributions to expand the service.

## Resources

### Related WACs and RCWs

WAC 388-71-0724 (15) How do I apply for an adult day program state contract (adult day care)

WAC 388-71-0724 (16) How do I apply for an adult day program state contract (adult day health)

WAC 182-546 Transportation Services

### Acronyms

|  |  |
| --- | --- |
| AAA | Area Agency on Aging |
| ABP | Alternative Benefit Plan |
| ADC | Adult Day Care |
| ADH | Adult Day Health |
| AFH | Adult Family Home |
| APS | Adult Protective Services |
| AT | Assistive Technology |
| CARE | Comprehensive Assessment Reporting Evaluation |
| CCG | Community Choice Guide |
| CFC | Community First Choice |
| COPES | Community Options Program Entry System |
| DDCS | Developmental Disability Community Services |
| DVR | Department of Vocational Rehabilitation |
| GA-U | General Assistance - Unemployable |
| GA-X | General Assistance – Expedited Medicaid |
| HCA | Health Care Authority |
| HCS | Home and Community Services |
| MAC | Medicaid Alternative Care |
| MCS | Medical Care Services |
| MPC | Medicaid Personal Care |
| MTP | Medicaid Transformation Program |
| RCL | Roads to Community Living |
| SCSA | Senior Citizens Service Act |
| TSOA | Tailored Supports for Older Adults |
| VA | Veterans Administration |
| WAC | Washington Administrative Code |

## Revision History

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| --- | --- | --- | --- |
| **Date** | **Made By** | **Change(s)** | **MB #** |
| 5/10/2025 | Linda Garcia | * Moved chapter info to template with new DSHS logo and made general formatting changes * Updated table of contents * Changed MTPD to MTP * Updated language re: WA Roads, added link to WA Rds LTC manual chapter 5a. * Updated language re: RCL, added RCL Referral email address, added link to Chapter 29. * Under “Funding Transportation Services for DDA Client”, added link to DDA Policy Manual * Made correction to service code for medical mileage * Under Non-Emergency Medical Transportation Broker section - replaced link to Regional Broker list and added clarifying language. * Added Resource section - Added WACs section and acronyms section | H25-010 |
| 7/15/2025 |  | * Added Home and Community Living Administration to header. * Updated Table of Contents * Changed references to DDA to DDCS * Clarified language regarding addition of RCL RAC * Updated Revision History to include date & MB number for previously released updates. * Updated Glossary |  |